



**Radstones**  
Global Mobility Solutions

*Service you have  
the right to expect*



Radstones provides you with a comprehensive and flexible range of outsourced employee mobility and personnel services with a human dimension tailored to match your individual needs and expectations.

Working closely with you and your organisation guarantees maximum satisfaction, superior quality and outstanding cost-effectiveness, ensuring that all projects are carried out on time and within budget.

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*“ We needed 13 key team members moving from London to Los Angeles including cars, apartments and furniture inside six weeks - and you did it. Thank you.”*

*Peter E, Aquarius Consulting*

*To give real service we add something which cannot be bought or measured with money, and that is sincerity and integrity.*



## Global Mobility - An increasingly Important Human Resource Function

Mobility management is relevant to any company that relocates individuals, and to organisations undertaking group moves.

Radstones background is founded in property management services, law, taxation, financial and HR services.

Combined with a fluid workforce and the upturn in contractual opportunities globally, relocation management is developing into a significant HR function as organisations battle to maintain their competitive edge in their business marketplace.

The relocation concept has grown exponentially over the past 20 years. It is our understanding that the globalization of trade has forced organisations to transfer staff more regularly than ever before. Therefore, mobility management will continue to be a growth sector well into the foreseeable future as we encourage clients to become more sophisticated in their expectations.

Traditionally, relocation was a luxury reserved for senior management and fast track employees. Today, it is more commonplace as organisations expand through mergers and acquisitions and the need to parachute in key employees without compromising their productivity.

It is well documented that an employee is likely to operate at just 50% of their normal efficiency if left to manage their own relocation.

The hidden consequences can be devastating to their employer in terms of lost business, highlighting the need for an integrated support services that can be switched on and off as required.

Mobility management is a specialist field, Radstones is uniquely positioned to provide tailored solutions that meet the individual needs and expectations of international organisations and their employees. This document is designed to give you an overview of the range of services that we offer.

*“I would like to thank you for all your help throughout our relocation, we couldn't have done it without your assistance and all the extra help and information you have provided - so a big thank you very much for this.”*

*Baron de H - Africa to the UK*

# Radstones in Brief

## Professional Associations

Radstones is either a member of or adheres to the operational requirements for members of the following trade organizations:

- Worldwide Employee Relocation Council (ERC)
- The Forum for Expatriate Management (FEM)
- European Relocation Association (EuRA)
- Canadian Employee Relocation Council (CERC)
- Association of Independent Inventory Clerks (AIIC)

## Moving an individual (plus family)

Organizations that regularly move individual staff for career development or promotion usually require them to be in the new location and fully functional as soon as possible. We are able to utilize our national and international networks to rapidly organize and co-ordinate the smooth working of the relocation process.

## Radstones manages corporate mobility programs worldwide

The primary function of our company is to ensure that every employee is relocated to their new role within budget, and on time. For most of our client organisations this entails administering their relocation program and providing the requisite relocation services, in whole or in part.

Radstones offers considerable expertise and a strongly developed network of global suppliers. We act principally as a management services organization and employ professional staff that are experienced at organizing and managing the activities of a number of carefully vetted third-party suppliers (such as shipping companies) on our client's behalf.

## Moving Groups of Employees

Our outsourced relocation activities benefit any organization's HR Department by letting them focus on their core activities rather than the issues raised by relocation.

Employees encountering a group move may be unfamiliar with the concept of corporate relocation and can lack the incentive of career progression often associated with individual cases. For these reasons, group moves require the specialist support that comes from Radstones Relocations more than 30 years history as a relocation services provider.

## Off-the-Shelf packages or Tailored Services?

At Radstones, we market a few of our services as off-the-shelf packages when the situation suits.

However, as most of our services are specially tailored to meet each client organization's specific requirements we are more able to fulfil their operational needs.

## Commitment to third-party Service Excellence

Radstones ensures that all its third-party suppliers have sufficient indemnity and liability insurance.

Our selection process for all suppliers and sub-contractors sets and maintains performance standards and achievements, reviewing each supplier annually.

## Relocation Made Easy

Having been involved in the mobility and real estate industries since 1980, Radstones provides a broad cross-section of service options. As a leading Independent Relocation Company, we have moved many thousands of people for many corporations worldwide.

Radstones wide range of relocation products and services compliment the needs and expectations of each individual HR professional, thus freeing up their own resources to concentrate on core activities. This is achieved through the implementation of tailored Service Level Agreements.

Flexibility and integrity are key components when delivering such a high quality personal service. This is why every relocatee is assigned a dedicated Client Manager who will look after their relocation up to and beyond arrival at the destination location.

We hope this brochure will answer your questions about how employee mobility works and explain the opportunities available through partnering with Radstones that could benefit your business.

## Overview of Service Options



### Move Management

- Minimum three quotations
- Project management of group moves
- Panel supply of removals, lawyers and surveyors
- Work Permits and Visas
- Medical arrangements
- Insurance
- Travel, car hire and hotel booking service
- Temporary accommodation booking service
- Furniture rental arrangements

### Relocation Briefing

- Introduction of dedicated relocation advisor
- Home visits
- Cross cultural training
- Destination information pack
- 24/7 Assistance

### Consultancy

- Policy & benefit restructure
- Benchmarking of expatriate services
- Practical help in refocusing expatriate processes i.e. 'Destination Touchdown'

*“ I have just recommended you to a colleague who is also relocating to New Zealand, thanks again for all your help. ”*

*Mr & Mrs B, UK to New Zealand*

*“ Hi Jenny, I'm Emma, Reuben's wife, just wanting to thank you for all your help with our relocation, you have been wonderful. ”*

*Koala Publishing, Australia to UK*

*“ A very professional service, we couldn't have made our relocation without you. Your service is second to none and we got more than what we paid for or expected. Will definitely use you again given the opportunity, and have already recommended your services. ”*

*Family move, UK to southern France*

## Service Options - continued



### **Educational Support**

- Kindergarten detailing
- School and College search
- Assistance with appeals
- Special needs support

### **Property selling**

- Guaranteed price schemes
- House disparity reports
- Marketing and management of properties
- Maintenance of vacant property
- Management of your property if it is rented out



### **Trailing Partner Support**

- Recruitment support for relocatee's partners and spouses
- Introduction to relevant recruitment professionals
- Job search
- Resume/CV preparation for destination country
- Application form preparation
- Interview presentation skills training



### **Homesearch (Rental and Purchase)**

- Reconnaissance of property
- Acclimatization
- Orientation profiling
- Accompanied viewings
- Managed negotiations
- Checking in and out services
- Payment of rent, deposit and utilities



## Program Administration

Radstones undertakes the management of all HR-related relocation activities including a full range of property services, taxation and payroll issues, legal and employment concerns, including family support services.

We assist many organisations that choose to outsource all of their relocation work as well as those who use selected parts that compliment their existing resources.

### Policy Consultation and Design

Radstones offers a strategic consultancy service covering the development or up-date of an organisation's relocation policy. This includes our assistance in understanding the various taxes and reporting requirements across the globe.

Our in-depth experience across a wide range of industries and cultures makes us a useful point of reference for benchmarking or structuring benefits packages.

The Radstones Relo Audit focuses on more than 80 specific aspects of relocation, producing a comprehensive report that senior management can utilize for development and design.

### Policy Counselling and Administration

Our professional staff manage and administer your policy as it relates to each of your employees. We provide a team dedicated to the on-going relocation needs of your organization. It may even be possible for this team to be seconded to your organization on a short to medium term basis. More usually, the service will be externally based with our staff liaising with your employees directly.

### Group Move Project Management

To encourage a positive approach to a group move and to maintain momentum after the initial announcement, we will work closely with you to develop a total support package reflecting the needs and concerns of your employees.

For example, this will include information packs covering topics such as housing, amenities, education, transport and attractions of the new area. A guide for employees explaining the operation of their relocation package can also be made available.

In addition, Radstones will organise group presentations, allowing objections and problems to be aired and discussed openly. This would cover an introduction to the new location, majoring on its advantages, and highlighting the personal benefits of the relocation package.

To provide a realistic feel to the new location, we are able to manage carefully planned, narrated group tours, covering key features as well as an introduction to the range of housing and schools available.

*“ You never call me with a problem - you call to say what the problem was and what you have done to resolve it. ”*

*Mr R S  
HR Director, UK PLC*



## Program Administration - continued

### **Outsourcing and Secondment**

The outsourcing remit may extend as far as delegating most of the management responsibilities to Radstones. This may include the interpretation and application of the organization's relocation policy, collation and presentation of the management information, the undertaking of all aspects of expense management, budgeting, reporting and liaison with the employee and their family.

Our staff will also be seconded to an organisation's premises as and when required, particularly to manage information centers and to personally support employees, providing a flexible partnership.

### **Expenses Administration**

As relocation programmes involve a wide variety of costs and charges from various suppliers, such as shipping companies, travel, insurance, even plumbers and gardeners, Radstones is able to facilitate payment of all third-party charges on behalf of a client organization and reconcile them at agreed intervals.

### **Company Property Portfolio Management**

Many organisations retain company properties for temporary use by employees who are relocating. Radstones provides a professional management service for these properties. The service can include building maintenance, decoration, tenant leases, rent collection, inventories, schedules of dilapidations and check in/out procedures.

### **Taxation Counselling and Reporting**

A carefully planned relocation policy can save organizations significant sums in taxes payable, for example, when an employee's accommodation is rented for them.

Additionally, most countries require individuals to report relocation assistance on their personal income tax return, and pay tax accordingly.

Radstones offers a comprehensive tax planning and management facility, enabling both the employer and employee to track and report taxable relocation benefits.

### **Counselling Services**

Apart from handling all the practical aspects of moving home, Radstones also offers counselling for individual or groups of employees. Counselling is always sympathetic and will cover everything from the home move itself and its effects on the family, to useful and relevant information about the new location.

# Radstones International Services

## **Radstones assists clients in achieving their global business objectives by managing the relocation of their workforce worldwide.**

Radstones understands the necessity to provide specific, up-to-date information and support to international relocates. Radstones will provide details of professionals from our panel of global network partners who have the specific expertise you require. The most common issues include; immigration and employment law, taxation, data services, banking, real estate matters, property management and cultural orientation.

## **Cross-Cultural Orientation**

Special assistance is advised for any employees and their families who are considering an international transfer. Radstones provides an insight into the country, history, languages, government, economy and social life. Additionally, the employee receives details regarding legalities, housing, schooling, banking and recreation.

## **Documentation Services**

Starting life in a foreign country requires legal documentation, such as work permits, visas, resident permits, bank accounts, medical care and drivers licences, Radstones is able to organise everything on the employee's behalf, including importation of cars and pets (Plus quarantine)

## **Cost of Living comparison**

A priority with most employees is that they should maintain parity in their buying power, no one wants to move and then spend more on living!

Radstones is able to provide a detailed Cost of Living comparison report that collates data on more than 50 categories and highlights if the employee has greater, or lower buying power in their new location.

## **Banking and Insurance**

Foreign nationals have special banking requirements that only a few financial institutions can service, particularly in the areas of depositing cash and payment services, checking (current) accounts and associated cash card products, credit facilities and lending.

## **Settling In**

It is particularly important to have the support of a local Client Manager who will help an employee and their family become acclimatised in the new location.

Radstones employs a large community of consultants worldwide, each of whom specializes in a particular geographical location, language or culture.

Many of them have relocated themselves so understand the stresses involved, thus they are able to provide a very personal, understanding and supportive approach.

Typically, they provide assistance in the following areas:

- Home Finding
- Schools
- Healthcare
- Orientation
- Amenities and Leisure
- Banking
- Transport
- Partner recruitment

And because they work for us they strive to offer the best service available to our clients.

*The person who says it can't be done is generally interrupted by someone from Radstones doing it.*

## Home Disposal

### Selling or Renting-Out the Old Home

Because many relocating employees own homes, selling and purchasing of properties forms the core of numerous relocation packages. The employee's concern is to sell their old property for the best price, and not to be forced into a loss because of the relocation and to be able to buy a broadly similar home in the new location.

For an organization the cost of funding any bridging finance and the speed of the sale may be more important than the sale value achieved. However, if it is underwriting a guaranteed sale price, it will be concerned that the original valuation is realistic and the property does not sell at a loss.

The type and level of assistance an organization gives its employees will be determined largely by the relocation policy and the budget allowed for relocation. This will set the framework for the level of service required from Radstones.

### Guaranteed Sale Price (GSP)

Under GSP schemes, Radstones manages the purchase of the employee's property on the organization's behalf at an agreed market price.

GSP schemes can include managing the funding necessary for the financial bridging of the 'buy-in'. Funding can be provided by the organization directly or arranged by Radstones.

The beneficial interest in the property is then transferred, releasing the equity and enabling the employee to move as a cash buyer following which Radstones will continue to manage the subsequent sale of the property.

### Property Maintenance

When a house is vacant, it is necessary to keep it in good condition. This includes garden maintenance, window cleaning, the draining of water and heating systems, and general repairs and decoration where necessary. If major repairs are needed, we manage the subcontractors.

### Renting out the old home

When the relocating employee prefers to retain ownership of a current home, Radstones offers professional property management services that includes security, maintenance and rental assistance.

Having managed in excess of 1,500 properties we have systems in place for rent collection and forwarding to nominated bank accounts.

We are also able to manage property portfolios for organizations where relocatees are moved in and out of company apartments on temporary assignments.

### Disposing of Orphan Property

If an organization has vacant properties acquired through a GSP scheme it makes sense to dispose of them and release funds back into the business. There may be problems disposing of properties that have been vacant and unsold for a while. Radstones offers specialised services for taking over the management and re-marketing of these 'orphan' properties.

## Destination Services

### Home Search, Negotiation, Home Inspection & Purchase.

A home search service provides the employee with an agent who is legally obliged to act in their best interest, rather than the seller's, which is where the real estate (Estate) agent's responsibility lies.

From finding a knowledgeable agent to providing detailed, up-to-date information on prospective areas, Radstones insures that employees can make informed decisions when choosing a new home.

Home Search can cover sales & renting, arranging for details to be sent, pre-viewing properties, accompanied viewings, arranging the home inspections (surveys) and negotiating the purchase or rental.

### Mortgage Services

Radstones maintains relationships with experienced mortgage lenders, who understand the demands of moving under a relocation scheme.

We can help with finding the best mortgage and obtaining the best interest rate, providing assistance through the entire move.

corporate  
relocation  
solutions

### Rental Negotiations and Renewals

Radstones can manage rental home searches for your employees, often negotiating the rate and lease beforehand so that the property is both physically and legally ready for them to move into when they arrive.

We will also undertake an initial shopping trip for them so that the fridge and cupboards are stocked with essential foods and household goods for when they arrive.

Radstones, at your request, will manage the payment of rent, local taxes, HOA fees, utility charges and internet fees as well as cleaning, pool and AVAC maintenance for your employee.

Prior to lease renewal we will negotiate with the Landlord to insure the most advantageous terms continue.

### Short term Corporate Housing

Radstones has excellent long term relationships with Corporate housing organizations and will arrange for suitable furnished accommodation on a short term basis, or medium or long term if required.

### Comparative House Price Disparity Reports

In many countries the tax authority generally allows employers to pay a tax-free subsidy to an employee who is relocating.

In order to calculate the correct level of subsidy, Radstones provides unbiased, professional advice on the correct level of subsidy that can include like for like comparison, using published tables or Geo-demographic analysis.

Taking independent advice from Radstones will assure employees that the subsidy has been fairly established.

The report may also form part of any submission to the relevant tax authority.

*At Radstones we know our greatest assets are our customers!*

*Which is why we treat each customer as if they are the only one!*

## Destination Services - continued

### Shipping (Removals), Transportation and Storage

As part of the relocation process, Radstones retains, recommends or offers directly the services of a number of major international shipping (removal) and storage companies. Because of our business relationships the tariffs are generally at rates that are lower than if your employee approached them directly. Rates are based on distance and load.

Radstones provides various service levels ranging from introductions to the most suitable carriers to full management that includes managing wrapping, packing, shipping, customs (If international) unwrapping and placing in the new home.

Radstones can schedule the move, audit the final freight bill and handle any claims, incorporating costs into the financial management reporting.

### Works Management

If the relocating employee's new property requires any decorating or maintenance prior to their moving in Radstones will be able to arrange for detailed quotations from suitably qualified trades people and then manage the actual work, assuring the job is completed to the agreed quality and within the timescale set.

### Employment and Careers Services for Trailing Partners

The counselling facilities we provide vary depending on the budget and individual employment needs. On an individual level, vacancy searches, introductions to suitable recruitment agencies and employment advice can be arranged.

Radstones has fast-track partnerships with several specialist agencies, whereby partners of relocating personnel are introduced to employers as top-priority candidates.

### Information on Education

The educational requirements of an employee's children are usually a major consideration.

During our initial discussions we ascertain the educational needs of each child and our local Client Managers will then research schools and colleges in the new area, presenting reports on each and then arrange accompanied visits to those that most closely match the agreed profile.

### Other Family Needs

Radstones can also arrange assistance with other family needs, such as finding suitable accommodation for elderly dependents, domestic staff, or help with disability requirements.

Additionally, depending on the remit of the relocation policy, employees can be helped with anything from relocating pets to classic cars.

“ Thanks a lot for your help, and we will be back in touch when there are further moves.”

*HR Department, Basell Polyolefins*

*At Radstones we promise only what we can deliver.  
Then deliver more than we promise.*

## In-Transit Services

### **Travel Management and Hotel Accommodation**

An integral part of the Radstones relocation service is managing travel itineraries for client's employees. This may include booking flights, collecting at airport, taking to hotels and longer term accommodation.

Radstones works with leading airlines to provide corporate travel services. If warranted we also book private planes to insure executives maintain their busy schedules.

Travel representatives are trained and familiar with our clients relocation needs. Regular meetings between our teams and travel providers ensure that the excellent relationships we have built up are maintained and developed so our Clients receive a fully coordinated and up-to-date service.

A single telephone call or email to Radstones puts you in touch with highly trained

professionals who will look after all your Business Travel needs from booking flights, hotel accommodation and car hire, to arranging passports and visas, foreign currency and Travelers Checks (Cheques) anywhere in the world, incorporating costs into the financial management reporting.

### **Corporate Housing (Serviced Accommodation) and Furniture Rental**

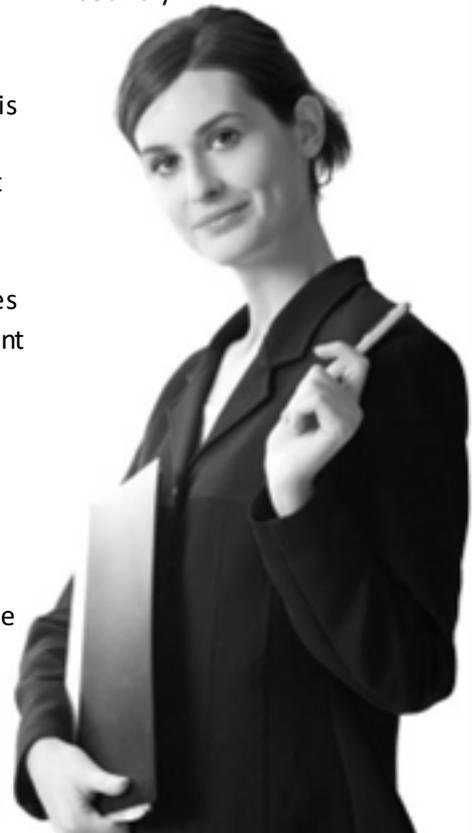
Radstones has access to a huge range of serviced accommodation for as little as one night to three months. This short term measure is used because it is usually more cost effective than putting employees into hotels for extended periods, and provides them with a better environment for work and relaxation.

Furniture rental service is available for short term secondments (i.e. From 1 to 6 months) when shipping household effects would not be time or cost efficient.

### **Utilities Administration**

On behalf of clients, Radstones can manage payment of the first month's rent and deposit. Following which, for the employees comfort, we can set up regular transfers to facilitate the payment of utility bills, local taxes, HOA fees (Home Owners Association) etc.

This saves your employees the time and worry of dealing with the regular household bills, which is particularly useful when they relocate to a foreign country.



*The impossible is often the untried -  
at Radstones we never stop trying*

## Solutions for Independent Relocations

### **Its not just corporations that need to relocate!**

Radstones has been providing relocation services to independent travellers since we started in business - in fact more than 30% of our clients are individuals and their families, not corporations!

All the services we provide have been designed and honed over many years to suit the needs of the people who are moving, thus we are confident of exceeding the expectations of all family members.



### **Everyone has different needs**

Every family member has their own priorities, concerns and stresses no matter how experienced they are a relocating. Our primary role is to ensure that everyone involved enjoys a seamless transition so that family life (and business) continue without interruption.

We advise on, and manage all aspects of moving including home search, school search, orientation, pet transportation, shipping, bank accounts, utilities, visas, work opportunities and many more.

Radstones will undertake as many, or as few services as each family needs, and we constantly re-assess how involved you want us to be.

We ask about your social and ethnic preferences so that we are able to understand your motivation and needs, this helps us find the right home in the most suitable location for you.

### **Local help—at both ends**

Our Client Managers are strategically based in cities and towns across the globe.

Relocating families are introduced to both the Client Manager who is local to where they currently live and also the one in their target location. This ensures they have an on-going support network of experienced specialists who understand how the local system works and know the right people.

Local help from Radstones extends to making sure we have the fridge initially stocked with food and drink, and that there are cleaning materials and bathroom comforts at your new home for when you arrive, whatever the time of day or night!

Our services carry on beyond the day you arrive, we continue to be available for you until you decide you are happy to “go it alone” in your new location.

*If you don't want your competitors to know what you're up to - ask Radstones to work for you, and be anonymous!*

## Commercial Premises Solutions

### Commercial Premises Services

Radstones works with many corporations and businesses from small, two person operations up to organisations with many thousands of employees spread across the globe.

There are numerous reasons why it makes both financial and confidential sense to engage us at an early stage.

### Premises Search

Because we are recognized as representing pre-qualified Clients who are seriously committed, we are usually able to find and negotiate very favorable lease or purchase terms for their new premises.

We have assisted many CEO's and company owners to find and purchase/lease and then equip commercial premises including Corporate Head Offices, Storage and Distribution Facilities, Training Centers, Flagship stores and many others.

Working through us means that our Clients have maintained anonymity during negotiations - a huge benefit when market sensitivity, price and avoiding competitors having knowledge of future plans are crucial aspects.

Examples of successful searches and negotiations for Clients include:

- Chilled storage and distribution with level dock loaders (Property search)
- 20 city-center training facilities for Microsoft's leading European training provider (Property search and Client Liaison)

- 32,000 sq. ft office refit for car rental Corporation's European Head Office (Client Liaison)
- Refit MD's office - global hair-care corporation (Client Liaison and Project Management)
- Locate and negotiate lease on London Flagship store for top end fashion retailer (Property search)
- Locate office premises, Century City, Los Angeles (Property search)
- Warehouse and offices for a leading Australian greetings cards manufacturer (Property search)

### Client Liaison

We are also able to take on the role of Client Liaison whereby we become your intermediary, establishing timelines, helping to design layouts, selecting contractors and generally overseeing the entire process from initial idea through to moving into the new facility.

This can also include sourcing furniture and equipment, Network and Communications systems, Asset tag and register, security issues and compliance with disability regulations.



commercial  
premises  
solutions



**Radstones**  
Global Mobility Solutions

*“Service you have the right to expect”*

**Radstones is a leading international mobility service provider.  
We would be delighted to be your preferred service partner.**

### **Radstones Global Relocation Solutions**

#### **The Americas**

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